

## **Exhibit B**



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February 25, 2003

Richard A. Tomlin, Esquire  
IBM Corporation  
8051 Congress Avenue  
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Boca Raton, FL 33487

RE: New U.S. Patent Application  
SYSTEM FOR RECOGNITION OF  
CSR INTERACTION EFFECTIVENESS  
IBM Docket No. BOC9-2003-0013; Our Reference No.: 6169-383

Dear Dick:

Thank you for your letter dated February 24, 2003. In accordance with IBM standard protocol, a patent application will be prepared and filed in the above-referenced matter on or before June 24, 2003. Notwithstanding, we will strive to prepare the patent application in an expedient manner.

As always, thank you for allowing us to be of assistance to you.

Very truly yours,

AKERMAN SENTERFITT

Kevin T. Cuenot

KTC/aa  
cc: Gregory A. Nelson, Esquire